

April—June 2012 Training Calendar



Department of Finance and Administration Office of Personnel Management Inter-Agency Training Program

Coming Soon!!

Inter-Agency Training Program is pleased to provide State employees a variety of training opportunities. The programs are designed to meet the continuing needs for employee development and improved job performance.

To enroll in any of these classes, fax an enrollment form to 501-682-5335 or email linda.westbrook@dfa.arkansas.gov. An enrollment form may be found on the DFA website.

To access the programs on our website go to: <http://www.dfa.arkansas.gov/offices/personnel/management/Pages/trainingDevelopment.aspx>.

How to contact us:

Phone: 501-682-2252

Fax: 501-682-5335

1509 West 7th St. Room 101

Little Rock, Arkansas 72201

**THE LONG-AWAITED AND MUCH
ANTICIPATED
HR 101
WILL DEBUT SOON!!!
PLEASE LOOK FOR UPDATES
PERTAINING TO THIS PROGRAM**

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The Office of Personnel Management 's Inter-Agency Training Program:

will conduct workshops for agencies in Organizational Development which is a systematic way of dealing with change in an organization. This will involve a set of processes and procedures aimed at ensuring that desired changes are made in an orderly, managed and systematic manner.

List of IATP open enrollment classes for April—June 2012

Open Enrollment: Classes that do not have a scheduled date prior to enrolling. After 20 enrollments are received, a class is scheduled.

Train the Trainer—Open Enrollment -\$35.00— Open enrollment—Learn and practice the techniques to present programs to large audiences or one-on-one, on-the-job training. Theory and practice are discussed to increase ability to meet the job task.

Conducting Effective Meetings—Open Enrollment—\$20.00 Learn to organize and facilitate meetings to benefit your organizations goals.

Stress Management ()—Open Enrollment -**\$20.00. Presents methods for coping with pressures and resolving situations which may upset the balance between employee needs and work productivity.

EEO/Grievance Officer Certification *—Open Enrollment—\$15.00—Enables the EEO/Grievance Officers to increase skills necessary for the handling and processing employee complaints within the agency, the State Grievance Review Committee and the State Employees Grievance Appeal Panel. **Participants must complete T.H.E. Course as a prerequisite.**

Administering Discipline ()**
\$20.00 -Open Enrollment. Designed to develop or enhance awareness of guidelines to correct unacceptable behaviors occurring in the work environment.

Basic First Aid-Open Enrollment \$15.00- Designed for individuals to learn and practice the skills needed for providing first aid in emergency situations.

T.H.E. Update 10.00-Open Enrollment course for those having completed T.H.E. Prior to 1993

CPR-Open Enrollment -\$20.00- Streamlined this program gives practical application of CPR life-saving techniques.

HIPPA TRAINING –Supervising under the Health Insurance Portability Accountability Act of 1996 and how it can affect your supervision of your personnel. **PRESENTED BY EMPLOYEE BENEFITS DIVISION OF DFA —NO CHARGE.— 2 hours**

Workplace Diversity-Open Enrollment -\$25.00-Designed to increase participants awareness of how diversity impacts productivity.

Preventing Sexual Harassment-Open Enrollment -\$20.00- Designed to foster an understanding of the definition and relevant issues of sexual harassment.



Structured Interviewing Open Enrollment—PRE-REQUISITE:
T.H.E. -\$25.00 A structured interview is a pre-planned method of interviewing using job-specific, behaviorally-based questions designed to predict job performance. Management and supervisory personnel learn to improve their interviewing methods and skills. Practical application of validation methods and information on legal implications explain the techniques of writing structured interview questions and conducting structured interviews.

“Being ignorant is not so much a shame, as being unwilling to learn.”

-Benjamin Franklin



***Denotes Executive Order classes**

Qualified CPM Program- IATP courses which have been qualified as contact hours toward Certified Public Manager Certification are designed by a (**) in the program.

List of scheduled IATP classes for April—June 2012

INTERPERSONAL COMMUNICATION 1 DAY *

Miscommunication fosters misunderstanding, but this program identifies the variety of effective communication techniques which, if applied, will increase effectiveness.

FEE	PROGRAM DATE	ENROLLMENT PERIOD
\$20.00	April 4	March 7—March 21
	May 2	April 4—April 18
	June 5	May 8—May 22

GRIEVANCE PREVENTION & HANDLING 1 DAY * ()**

Various management and supervisory personnel learn preventive measures to decrease the potential for complaints and how to manage and properly handle the complaints that do arise.

FEE	PROGRAM DATE	ENROLLMENT PERIOD
\$20.00	April 10	March 13—March 27
	May 22	April 24—May 8
	June 19	May 22—June 5

T.H.E. COURSE 2 DAYS * ()**

The Human Element combines behavior-interaction in the workplace with the application of sound management practices in the areas of EEO, discipline and basic personnel management. It is designed to help management and supervisory personnel minimize the potential for problems.

FEE	PROGRAM DATE	ENROLLMENT PERIOD
\$35.00	April 19 & 20	March 22—April 5
	May 3 & 4	April 5 —April 19
	June 14 & 15	May 17—May 31



“All wish to possess knowledge, but few comparatively speaking, are willing to pay the price.”

— Juvenal

List of Open Enrollment IATP classes for April—June 2012 continued**Administrative Professional Skills & Techniques 1 day**

Update skills, increase effectiveness that “set the tone” of professionalism in the work environment.

FEE	PROGRAM DATE
\$20.00	Open Enrollment

Time Management 1 day ()**

Participate in applying techniques that help incorporate methods designed to increase effective use of time.

FEE	PROGRAM DATE
\$20.00	Open Enrollment

Emotional Intelligence 1 day

Looking into working workplace relationships and getting along with others.

FEE	PROGRAM DATE
\$20.00	Open Enrollment

Dealing with Difficult People 1 day

Deals with six of the most difficult types of people and provides you with the techniques to deal with each.

FEE	PROGRAM DATE
\$30.00	Open Enrollment

Telephone Skills 1/2 day

Learn how to apply techniques that “set the tone” of professionalism in the work environment.

FEE	PROGRAM DATE
\$20.00	Open Enrollment

Customer Service 1 day

Designed to enhance participant’s awareness of the organizational importance of providing excellent customer service. Includes techniques, emphasis on quality and handling irate customers and difficult situations in a professional manner.

FEE	PROGRAM DATE
\$20.00	Open Enrollment

Written Business Communications 1 day ()**

Learn how to make written communications more “alive” than “ho hum” through application of modern business writing techniques. Designed for individuals who actually write various types of correspondence.

FEE	PROGRAM DATE
\$15.00	Open Enrollment

INCLEMENT WEATHER TRAINING POLICY

In the event of inclement weather, the Inter-Agency Training Program will follow the guidelines established by Governor's Police Directive #7. Classes will begin at 10:00 a.m. unless there are extenuating circumstances. In the event state government is "closed down", the program will be rescheduled.

We will notify participants of canceled programs by contacting your training liaison.

STATE HOLIDAYS THIS QUARTER

Memorial Day—May 28, 2012

UNIFORM GRIEVANCE PROCEDURE PROGRAMS

Governor's Executive Order 86-1 and Executive Order 93-1

Governor's Executive Order 86-1 and 93-1 (and accompanying policies and procedures) plus Governor's Policy Directive #8 require that EEO/Grievance Officers and supervisory level personnel complete specific programs for compliance. Specific class dates may be found in program listing. (GPD #8 requires completion of programs within six (6) months of assuming duties.)

Supervisors

Listed below are programs that must be completed by supervisors unless the agency has requested and received and official letter which allows approval of substitution.

Interpersonal Communication

T.H.E. Course

T.H.E. Update (only if T.H.E. Course was taken prior to 1993)

Grievance Prevention & Handling

EEO/Grievance Officers

Listed below are programs which must be completed by EEO/Grievance Officers and supervisors who also are grievance officers. (Governor's Police Directive #8 requires completion of programs within six (6) months of assuming duties.)

T.H.E. Course

T.H.E. Update (only if T.H.E. Course was taken Prior to 1993)

Certificate Program for EEO/Grievance Officers